
Job Readiness and Soft Skills: A Holistic Approach

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Challenges in Workforce Development Today

What challenges are we facing?

- Determining skills needed to successfully complete the job
- What is the priority
 - Technical Skills vs. Soft Skills
- When and how should they be trained
- Adult learners
- Life skills are secondary (or ignored all together)

Current Job Readiness Training Model

When training for job readiness:

- Focus on placement
- Resume development
- Technical skills
 - Ability to perform tasks
- Soft skills related to the workplace
 - Communication
 - Customer interaction
 - Etc...

cookie
cutter



Reality in the Industry

Industry is saying that most workplace challenges for employees are due to:

- Getting them to work
- Focusing on the job – not their problems outside of work including:
 - Cars that won't start
 - Unplanned doctor's appointments for self or family
 - No childcare backup plans
 - Household repairs
 - Substance abuse
 - Personal issues in general

Get a Life List

The “Pigeon Hole” Approach vs. The Integrated Approach

Many states use separate programs for training:

- Job readiness
- Soft skills
- Life skills

**How can we
put them together?**

Solving the Problem Using the Holistic Approach

Ensuring the development of the entire individual focusing on:

- The **technical and soft skills** needed for placement,
- The **life skills** needed to excel in the workplace and at home
- Overall sustained **self-sufficiency!**

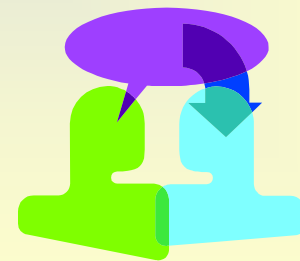
An Integrated Approach

Understanding Transferable Skills

Transferable skills are used at home and in the workplace.

Transferable Skills:

- Can be developed anywhere
- Can be used to be successful at home and at work
- Help to create the link between home life and work life.

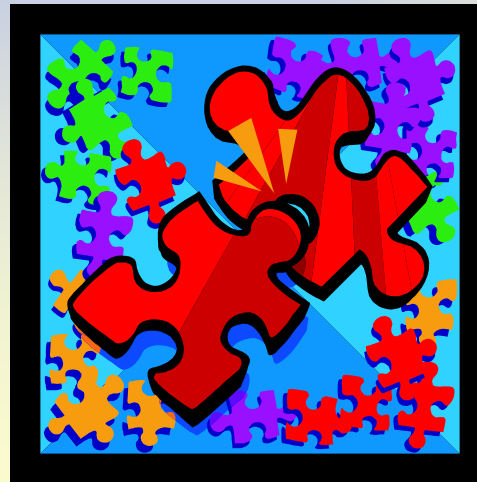


How to Reach a Learner . . .

- Just like on TV
- Chunk all learning
 - Small bytes
 - Entertaining
 - Free standing
- Important messages – repeat three or more times
- Modules work best
- Learning problems
- Won't admit reading or math difficulties
- Concentration problems
- Low self esteem
- Emotional barriers

Job Readiness and Soft Skills/Life Skills

Let's take a look at how job readiness and soft skills/life skills can work together!



Choosing a Job

When training on Job Readiness...

- Look at the job ad
- Job search
- Prepare the resume
- Filling out an application
- Researching companies
- Accepting or declining job offers

...Also focus on Soft Skills/Life Skills

- Decision making
- Organization
- Handling conflict
- Time management
- People interaction/mock interviewing

Develop a Career Portfolio

Career Portfolios as a Concept

- It's a process
- It builds confidence
- It provides proof to employers
- It is adaptable and personal

Components of the Career Portfolio

- | | |
|-------------------------|---------------------------|
| •Work Philosophy | •Community Service |
| •Career Goals | •Degrees/Diplomas/Awards |
| •A Résumé | •Professional Memberships |
| •Work Samples (3 areas) | •References |

Beginning a New Job

Job Readiness...

- Transportation
- Personal hygiene
- Grooming
- Care for clothing
- Orientation
 - First day paperwork
 - Understanding benefits
 - Paycheck
 - Direct deposit

...Soft Skills/Life Skills

- Health and wellness
- Planning
- Prioritizing
- Delegation
- Motivation
- Timeliness
- Budgeting
- Banking and credit

Cost to Train?

Learning the Job

Job Readiness...

- Training
- Learning policies and Procedures
- Progressive discipline
- The promotion process
- Conflict resolution
- Customer service Procedures
- Electronic communications

...Soft Skills/Life Skills

- Speaking up appropriately
- Professionalism
 - Personal means-not at work
 - Attitude
 - Communication

Best Practices



Promotions & Raises



Job Readiness

- Performance Reviews
 - types of reviews
 - How to prepare
- Promotions
 - Whether to take it
 - Levels of responsibility
- Raises
- Career Portfolios
 - How to use for promotions
 - Advancement options

Soft Skills/Life Skills

- Improved lifestyles
- Planning for major purchases
 - Owning a car
 - Continuing education
 - Housing (owning/renting)
- Asserting yourself in a positive way for the promotion

Leaving the Job

Job Readiness

- Reasons for leaving
- Reasons for staying
- Changing jobs
- Letters of resignation
- Understanding benefits
- Exit interviews

Soft Skills/Life Skills

- Maintaining relationships
- Finishing the job
- Being professional when leaving a job – not taking things personally

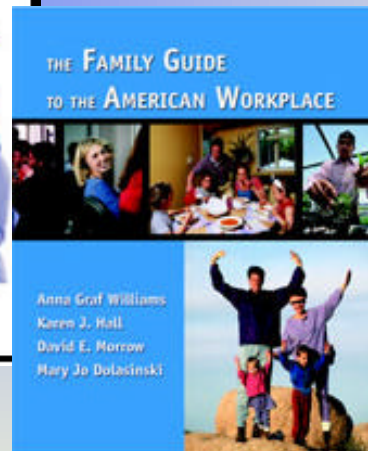
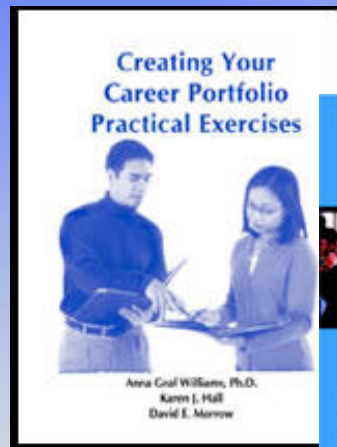
Industry requested soft skills

A Holistic Approach

Employers
Clients
Providers

- **Responds to Industry Research**
 - Most employees who fail, do so because their personal life interferes with work
 - Most employers view potential employees for what they will cost to train
- Integrates **Life Skills & Job Readiness**
- Promotes **Self-Sufficiency**
- **Transferability** of life skills to work skills

Where to look for more information



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